

| | Type | L # | Hits | Search Text | DBs | Time Stamp |
|----|------|-----|--------|--|-------|---------------------|
| 1 | BRS | L1 | 59 | automat\$6 near3 monitor\$3 near3 ((ACD (automatic adj call adj distribut\$3) PBX center)) | USPAT | 2003/06/24 10:29 |
| 2 | BRS | L2 | 441 | automat\$6 with monitor\$3 with ((ACD (automatic adj call adj distribut\$3) PBX center)) | USPAT | 2003/06/24 10:25 |
| 3 | BRS | L3 | 257034 | web\$5 http ((markup (mark adj up)) adj language) | USPAT | 2003/06/24 10:27 |
| 4 | BRS | L4 | 31058 | manager supervisor | USPAT | 2003/06/24 10:27 |
| 5 | BRS | L5 | 3 | 1 and 3 and 4 | USPAT | 2003/06/24 10:28 |
| 6 | BRS | L6 | 21 | 2 and 3 and 4 | USPAT | 2003/06/24 10:28 |
| 7 | BRS | L7 | 0 | 1 and 4 and (pager paging) | USPAT | 2003/06/24 10:31 |
| 8 | BRS | L8 | 9220 | ((ACD (automatic adj call adj distribut\$3) PBX (business call) adj center)) | USPAT | 2003/06/24 10:31 |
| 9 | BRS | L9 | 1006 | 8 and (pager paging) | USPAT | 2003/06/24 10:31 |
| 10 | BRS | L10 | 245 | 8 same (pager paging) | USPAT | 2003/06/24 10:32 |
| 11 | BRS | L11 | 12 | 4 same 10 | USPAT | 2003/06/24 10:32 |

| | Type | L # | Hits | Search Text |
|---|------|-----|-------|--|
| 1 | BRS | L1 | 2 | 4510351.pn. 5530744.pn. |
| 2 | BRS | L2 | 10 | percent\$3 with trunk with occup\$5 |
| 3 | BRS | L3 | 0 | calculat\$3 with percent\$3 with trunk with occup\$5 |
| 4 | BRS | L4 | 0 | calculat\$3 with (percent\$3 ratio) with trunk with occup\$5 |
| 5 | BRS | L5 | 20 | calculat\$3 with (percent\$3 ratio) with trunk |
| 6 | BRS | L6 | 93789 | calculat\$3 with (percent\$3 ratio) |
| 7 | BRS | L7 | 24 | 379/265\$3.ccls. and 6 |

| | U | 1 | Document ID | Issue Date | Pages |
|----|--------------------------|--------------------------|---------------|------------|-------|
| 1 | <input type="checkbox"/> | <input type="checkbox"/> | US 6741698 B1 | 20040525 | 9 |
| 2 | <input type="checkbox"/> | <input type="checkbox"/> | US 6724884 B2 | 20040420 | 9 |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | US 6707903 B2 | 20040316 | 19 |
| 4 | <input type="checkbox"/> | <input type="checkbox"/> | US 6661889 B1 | 20031209 | 14 |
| 5 | <input type="checkbox"/> | <input type="checkbox"/> | US 6640143 B1 | 20031028 | 13 |
| 6 | <input type="checkbox"/> | <input type="checkbox"/> | US 6633640 B1 | 20031014 | 15 |
| 7 | <input type="checkbox"/> | <input type="checkbox"/> | US 6600822 B2 | 20030729 | 10 |
| 8 | <input type="checkbox"/> | <input type="checkbox"/> | US 6584191 B1 | 20030624 | 21 |
| 9 | <input type="checkbox"/> | <input type="checkbox"/> | US 6542602 B1 | 20030401 | 22 |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | US 6535600 B1 | 20030318 | 12 |
| 11 | <input type="checkbox"/> | <input type="checkbox"/> | US 6480749 B1 | 20021112 | 13 |
| 12 | <input type="checkbox"/> | <input type="checkbox"/> | US 6389133 B1 | 20020514 | 9 |

| | Title | Current OR |
|----|---|------------|
| 1 | Call management system using dynamic threshold adjustment | 379/265.02 |
| 2 | Call management system using fast response dynamic threshold adjustment | 379/265.01 |
| 3 | Automated workflow method for assigning work items to resources | 379/265.02 |
| 4 | Methods and apparatus for multi-variable work assignment in a call center | 379/265.05 |
| 5 | Method for performance measurement and analysis of local exchange carrier interconnections | 700/32 |
| 6 | Methods and apparatus for analysis of load-balanced multi-site call processing systems | 379/265.03 |
| 7 | Method for telephony call blending | 379/266.07 |
| 8 | Staffing-based percentage-allocation routing using real-time data | 379/265.02 |
| 9 | Telephone call monitoring system | 379/265.06 |
| 10 | System for automatically routing calls to call center agents in an agent surplus condition based on service | 379/265.12 |
| 11 | Method for performance measurement and an analysis of local exchange carrier interconnections | 700/32 |
| 12 | Method for telephony call blending | 379/266.07 |

| | Current XRef | Retrieval Classif |
|----|--|-------------------|
| 1 | 379/265.11; 379/265.12; 379/265.13; 379/265.14; 379/266.03; 379/266.06 | |
| 2 | 379/265.05; 379/265.11; 379/265.12; 379/265.13 | |
| 3 | 379/265.05; 379/265.1; 379/265.12; 379/266.01 | |
| 4 | 379/266.01 | |
| 5 | 379/220.01; 379/265.06; 702/183 | |
| 6 | 379/112.06; 379/112.07; 379/112.08; 379/112.09; 379/265.06; 379/265.12; 379/266.05 | |
| 7 | 379/265.02; 379/265.03; 379/266.08 | |
| 8 | 379/266.08 | |
| 9 | 379/265.07 | |
| 10 | 379/265.02; 379/266.09 | |
| 11 | 379/220.01; 379/265.06; 702/183 | |
| 12 | 379/265.01; 379/265.02; 379/265.03; 379/266.08 | |

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| 11 | US 6480749 | <input type="checkbox"/> |
| 12 | US 6389133 | <input type="checkbox"/> |

| | U | 1 | Document ID | Issue Date | Pages |
|----|--------------------------|--------------------------|---------------|------------|-------|
| 13 | <input type="checkbox"/> | <input type="checkbox"/> | US 6170011 B1 | 20010102 | 46 |
| 14 | <input type="checkbox"/> | <input type="checkbox"/> | US 6130942 A | 20001010 | 9 |
| 15 | <input type="checkbox"/> | <input type="checkbox"/> | US 6081592 A | 20000627 | 34 |
| 16 | <input type="checkbox"/> | <input type="checkbox"/> | US 6044355 A | 20000328 | 14 |
| 17 | <input type="checkbox"/> | <input type="checkbox"/> | US 5991393 A | 19991123 | 10 |
| 18 | <input type="checkbox"/> | <input type="checkbox"/> | US 5812638 A | 19980922 | 13 |
| 19 | <input type="checkbox"/> | <input type="checkbox"/> | US 5640445 A | 19970617 | 16 |
| 20 | <input type="checkbox"/> | <input type="checkbox"/> | US 5590188 A | 19961231 | 11 |
| 21 | <input type="checkbox"/> | <input type="checkbox"/> | US 5546456 A | 19960813 | 9 |
| 22 | <input type="checkbox"/> | <input type="checkbox"/> | US 5390243 A | 19950214 | 10 |
| 23 | <input type="checkbox"/> | <input type="checkbox"/> | US 5185780 A | 19930209 | 21 |
| 24 | <input type="checkbox"/> | <input type="checkbox"/> | US 4788718 A | 19881129 | 18 |

| | Title | Current OR |
|----|---|------------|
| 13 | Method and apparatus for determining and initiating interaction directionality within a multimedia communication center | 709/224 |
| 14 | Skills-based automatic call distribution system | 379/265.12 |
| 15 | Automatic call-work director | 379/309 |
| 16 | Skills-based scheduling for telephone call centers | 705/8 |
| 17 | Method for telephony call blending | 379/266.07 |
| 18 | Telephone operator mid-call queuing interval system and associated method | 379/88.09 |
| 19 | Outbound call pacing method which statistically matches the number of calls dialed to the number of available operators | 379/112.01 |
| 20 | Rules-based call routing | 379/265.02 |
| 21 | Telecommunication system with inbound call responsive predictive outdialing system and method | 379/266.08 |
| 22 | Telemarketing complex with automatic threshold levels | 379/266.08 |
| 23 | Method for predicting agent requirements in a force management system | 379/265.08 |
| 24 | Call data collection and modification of received call distribution | 379/112.08 |

| | Current XRef | Retrieval Classif |
|----|---|-------------------|
| 13 | 379/265.01; 705/10; 705/8; 705/9; 709/223 | |
| 14 | 376/266; 376/309; 379/266.01 | |
| 15 | 379/265.05 | |
| 16 | 379/265.05; 705/10; 705/9 | |
| 17 | 379/219; 379/265.02 | |
| 18 | 379/214.01; 379/265.01; 379/88.01; 379/88.19 | |
| 19 | 379/265.1; 379/266.08; 379/309 | |
| 20 | 379/225; 379/265.14 | |
| 21 | 379/216.01; 379/265.11; 379/266.01; 379/309 | |
| 22 | 379/112.05; 379/265.03 | |
| 23 | 379/111; 379/112.01; 379/134; 379/139; 379/140; 379/265.1; 379/266.08; 379/309; 379/92.04 | |
| 24 | 379/111; 379/112.01; 379/112.07; 379/134; 379/265.02 | |

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